

## YOU CAN HAVE YOUR QUALITY AND EAT IT TOO

**ABOUT QTI SENSING (FKA QUALITY THERMISTOR) - BOISE.** QTI Sensing Solutions operates assembly facilities in Nampa, Idaho, and Tecate, Mexico, while the company's fabrication site, test lab, and headquarters are in Boise, Idaho. QTI was founded in 1977 as Quality Thermistor, Inc., to meet the increasing demand for high quality temperature sensors for the aerospace industry. Now with over 35 employees, QTI Sensing Solutions continues to maintain its leadership position for mission-critical applications as well as for medical and industrial applications by supplying the world's top companies with innovative products and services.

**THE CHALLENGE.** QTI was producing small lot sizes of 50-100 pieces per week with a 6-8 week lead time. Production workers and managers had come to accept the 55-gallon drums on the factory floor that filled every other week with rejected parts. As the economy improved and production increased, QTI brought in new employees and put them to work quickly with limited training and production support. Some of these employees spoke English as a second language and struggled to learn processes in the plant's non-visual environment. QTI had explored Lean Manufacturing with TechHelp, part of the MEP National Network™, around 2002, and had adopted some of the principles of Lean. This Lean background was the backbone behind the Nampa operation, but QTI managers wanted to introduce it to newer employees and emphasize the statistical rigors of Six Sigma. A team of three QTI managers enrolled in TechHelp's new Lean Six Sigma Green Belt Course (LSS) in October of 2015.

**MEP CENTER'S ROLE.** As members of TechHelp's Public LSS Course, QTI's management team joined classmates for four full-day training sessions, with three weeks between sessions to complete in-plant project work. The QTI managers wanted to take LSS into the workplace to set an example and send the message that leadership was serious about building quality into the system. QTI's initial LSS project drastically improved the company's ultrasonic welding process by increasing weld strength, reducing downtime and increasing throughput. This initial success led QTI to take ownership of its Lean Six Sigma process by purchasing an LSS simulation kit from TechHelp and encouraging QTI leaders to become QTI initial Lean trainers. When staff experienced difficulty digesting a visual depiction of a QTI process, managers scheduled a training session and produced a cake with the process printed in the frosting. The team drooled over the new depiction of the process and digested it fully—proving that you can have your quality and eat it too! QTI continues to send key personnel to TechHelp LSS Green Belt Certification Courses and consults with local TechHelp specialists as needed.

**"Our goal is to be the the best temperature sensor manufacturer in the world and Lean Six Sigma is what the best companies in the world are doing. We'll keep doing it and getting better; it's a never-ending journey."**

-Brandon Coleman, General Manager

## RESULTS



Reduced rejected parts from dozens per day to less than 5



Reduced Work in Process by 10,000 pieces



Cut production time by over 50%, reduced downtime by 5.5hrs/week, increased throughput by 20%



On-time delivery is best ever, every month ahead of goal



Created 5S Champion

## CONTACT US



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